



**Camrose**  
Early Years Centre for Children & Families

# **Complaints Policy**

**Adopted by the Governing Body of the  
Camrose Early Years Centre for Children and Families on**

**30<sup>th</sup> January 2018**

**Review date: January 2019**

## **A Mission Statement**

The Camrose Early Years Centre improves outcomes for young children and their families, especially those who need it the most.

Staff at the Centre work with many children and families and have a wide range of information about them. The aim of this policy is to set out clearly for staff, parents/carers and external agencies how concerns and complaints are dealt with by the Centre.

### **1. Introduction**

The Centre is committed to providing a high quality service and achieving the highest standards of conduct. If there are times, when parents/carers feel that is not the case, the Centre's Senior Management Team needs to know, so that it can explore how to improve.

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important, for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to invoke formal procedures. The Centre takes informal concerns seriously and makes every effort to resolve the matter as quickly as possible. Nonetheless, there are occasions when complainants would like to raise their concerns formally. In those cases, this formal procedure should be invoked through the stages outlined within it.

Any person, including members of the general public, may make a complaint about any provision of facilities or services that a school provides, unless separate statutory procedures apply (such as exclusions or admissions). Schools must not limit complaints to parents or carers of children that are registered at the school.

### **2. Our Principles when Dealing with Complaints**

We aim to make sure that:

- If there is a need to complain, the process is as easy as possible
- Complaints are treated seriously however made
- Complaints are looked into impartially, thoroughly and fairly
- Complaints are dealt with honestly, promptly, politely and confidentially
- Complaints are responded to within a reasonable amount of time
- The response is relevant to the complaint
- The complainant is informed of the outcomes of any investigation and any action taken or to be taken
- Complainants get a full and clearly written reply to formal complaints within 28 working days and will be told what the Centre will do to put things right, if that is appropriate.

### **3. Definition and types of complaint**

A complaint is an expression of dissatisfaction about the quality of services that are provided by the Camrose Centre. The dissatisfaction may be with a service, a piece of work carried out or a policy.

Examples of types of complaints:

- Inappropriate service to meet a need
- Mistakes in administration or provision of a service
- Delay in providing a service
- Failure to provide an agreed service
- Removal or withdrawal of a service
- Discrimination against a service user
- Offence or upset caused by an employee of the Camrose Centre
- A policy disadvantaging a service user

### **4. Before Complaining**

Before a complaint is made, parents/carers are encouraged to raise any query and/or concern with the staff who provide the service, or alternatively with the Senior Practitioner, responsible for the service area. The vast amount of issues are dealt with informally in this manner.

### **5. Informal Complaints**

Should the issue not be dealt with to the satisfaction of the customer, they should raise it with either the Head of Nursery or the Deputy Head of Centre. They will look informally into the situation and communicate with the complainant. They will record the issue and its resolution.

### **6. Formal Complaints**

Should an informal complaint not resolve the issue, then a formal complaint may be made to the Head of Centre. It may be done in person, by telephone, in writing or by email. If the Head of Centre is the subject of the complaint, the Chair of the Board of Governors will complete this stage of the process.

The Head of Centre will:

- Acknowledge receipt to written complaint within 7 days of receipt
- Formally investigate the complaint in detail and record the information in full
- Communicate the findings in writing within 28 days with an outcome
- If that is not possible, inform the complainant of the delay and the reasons for it
- Establish if the complainant is content with the outcome

At every stage of the procedure the complainant will be kept informed as to the progress. If a complaint is made by telephone, the Head of Centre will complete the complaint form and forward it to the complainant to ensure accuracy. Further telephone conversations and any subsequent meetings, will be recorded and added to the file, stating dates and times.

If there is no resolution at the end of this stage, the Head of Centre will ensure that the complaint is investigated further by a panel of two members of the Centre's Board of Governors. The appropriate panel will meet within one calendar month of the complaint being brought to their attention. The panel will hear the complaint, decide on its merits and make recommendations about its resolution. It will record its decision and any agreements reached. The Camrose Centre's staff members will be bound by the decision of the panel. The substance and outcome of any complaint, which is brought to such a panel will be reported to the Resources Sub Committee in full at the meeting which follows the panel's hearing of the complaint.

Any parent/carer may wish to contact Ofsted at any stage of the process:  
Contact details: Tel: 0300 123 1231 E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or in writing to:  
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

## **7. Safeguarding**

If a complaint indicates any safeguarding implication or if it is actually an allegation in respect of the conduct of one or more staff members, it will be reported to the relevant local authority or to Ofsted as appropriate to the circumstances.

## **8. Records of complaints**

Letters of complaint and responses to them are kept on file along with any records of investigations of complaints and their outcomes.

## **9. Monitoring complaints**

Complaints are reviewed annually by the Centre's Governing Body.